

*Amy J. Pattillo, Patent Attorney*  
 P.O. Box 161327  
 Austin, Texas 78716  
 PHONE# 512-402-9820  
 FAX# 512-306-0417

RECEIVED  
 CENTRAL FAX CENTER

MAY 09 2005

DATE: 5/9/2005

Number of Pages to Follow (including cover sheet) 28

SEND TO: United States Patent Office  
 Examiner: Allan Hoosain  
 Group Art Unit: 2645  
 Tel No: 571-272-7543  
 Fax #: 703-872-9306

FROM: Amy J. Pattillo  
 Tel No: 512-402-9820

THIS MESSAGE IS INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED, AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL AND EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAW. IF THE READER OF THIS MESSAGE IS NOT THE INTENDED RECIPIENT, OR THE EMPLOYEE OR AGENT RESPONSIBLE FOR DELIVERING THE MESSAGE TO THE INTENDED RECIPIENT, YOU ARE HEREBY NOTIFIED THAT ANY DISSEMINATION, DISTRIBUTION OR COPYING OF THIS COMMUNICATION IS STRICTLY PROHIBITED. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE NOTIFY US IMMEDIATELY BY TELEPHONE AND RETURN THE ORIGINAL MESSAGE TO US AT THE ADDRESS ABOVE VIA THE U.S. POSTAL SERVICE. THANK YOU.

Docket No. AUS92001824US1 Serial No. 10/015,380 Atty: AJP

Applicant: BROWN ET AL

<input checked="" type="checkbox"/> Transmittal Letter	<input checked="" type="checkbox"/> Certificate of Facsimile
<input checked="" type="checkbox"/> Amendment	<input type="checkbox"/> Notice of Appeal
<input type="checkbox"/> Amendment AF	<input type="checkbox"/> Appeal Brief (3 copies)
<input type="checkbox"/> Ext. of Time	<input type="checkbox"/> Reply Brief
<input type="checkbox"/> IDS Statement	<input type="checkbox"/> Change of Address
<input type="checkbox"/> Other	<input type="checkbox"/>

Deposit Acct. No. 09-0447

Fees: Amendment X Notice of Appeal \_\_\_\_\_ Appeal Brief \_\_\_\_\_ Other \_\_\_\_\_

PTO/SB/21 (09-04)

Approved for use through 07/31/2006, OMB 0651-0031  
U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number.

TRANSMITTAL  
FORM

(to be used for all correspondence after initial filing)

Total Number of Pages in This Submission

Application Number	10/015,380
Filing Date	12/12/2001
First Named Inventor	Brown et al.
Art Unit	2845
Examiner Name	Allan Hoosain
Total Number of Pages in This Submission	Attorney Docket Number
	AUS920010824US1

## ENCLOSURES (Check all that apply)

<input type="checkbox"/> Fee Transmittal Form	<input type="checkbox"/> Drawing(s)	<input type="checkbox"/> After Allowance Communication to TC
<input type="checkbox"/> Fee Attached	<input type="checkbox"/> Licensing-related Papers	<input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences
<input checked="" type="checkbox"/> Amendment/Reply	<input type="checkbox"/> Petition	<input type="checkbox"/> Appeal Communication to TC (Appeal Notice, Brief, Reply Brief)
<input type="checkbox"/> After Final	<input type="checkbox"/> Petition to Convert to a Provisional Application	<input type="checkbox"/> Proprietary Information
<input type="checkbox"/> Affidavits/declaration(s)	<input type="checkbox"/> Power of Attorney, Revocation	<input type="checkbox"/> Status Letter
<input type="checkbox"/> Extension of Time Request	<input type="checkbox"/> Change of Correspondence Address	<input type="checkbox"/> Other Enclosure(s) (please identify below):
<input type="checkbox"/> Express Abandonment Request	<input type="checkbox"/> Terminal Disclaimer	
<input type="checkbox"/> Information Disclosure Statement	<input type="checkbox"/> Request for Refund	
<input type="checkbox"/> Certified Copy of Priority Document(s)	<input type="checkbox"/> CD, Number of CD(s) _____	
<input type="checkbox"/> Reply to Missing Parts/Incomplete Application	<input type="checkbox"/> Landscape Table on CD	
<input type="checkbox"/> Reply to Missing Parts under 37 CFR 1.52 or 1.53		
Remarks		
The Commissioner is authorized to charge payment of any necessary fees or credit any overpayments to deposit account 09-0447		

## SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT

Firm Name	Amy J. Pettillo		
Signature			
Printed name	Amy J. Pettillo		
Date	5/9/2005	Reg. No.	48,983

## CERTIFICATE OF TRANSMISSION/MAILING

I hereby certify that this correspondence is being facsimile transmitted to the USPTO or deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on the date shown below:

Signature



Typed or printed name	Amy J. Pettillo		
Date	5/9/2005 5/9/2005		

This collection of information is required by 37 CFR 1.5. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.11 and 1.14. This collection is estimated to 2 hours to complete, including the amount of time you require to complete this form and/or suggestions for reducing this burden. Any comments on the burden of this collection should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

If you need assistance in completing the form, call 1-800-PTO-9199 and select option 2.

PATENT  
10/015,380RECEIVED  
CENTRAL FAX CENTER

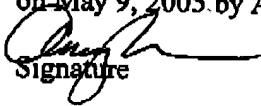
MAY 09 2005

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

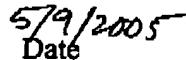
In re application of Brown et al. Serial No.: 10/015,380 Confirmation Number: 2840 Filed: 12/12/2001 Title: Managing Caller Profiles Across Multiple Hold Queues According to Authenticated Caller Identifiers Atty Docket: AUS920010824US1	: Before the Examiner: : Allan Hoosain : Group Art Unit: 2645 : IBM Corporation (c/o Amy J. Pattillo) : P.O. Box 161327 : Austin, Texas 78716 : 512-402-9820 <i>voicemail</i> : 512-306-0417 <i>fax</i>
---	--

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that this correspondence is being transmitted via facsimile to the United States Patent Office at facsimile number 703-872-9306 and to the attention of Examiner Allan Hoosain on May 9, 2005 by Amy J. Pattillo.



Signature



Date

**REPLY AND AMENDMENT UNDER 37 C.F.R. § 1.111**

Mail Stop Box Non-Fee Amendment (Pats)  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

AUS920010824US1

1

PATENT  
10/015,380

**A. INTRODUCTORY COMMENTS**

Responsive to the Office Action of February 9, 2005, Applicants respectfully request reconsideration of the outstanding rejections and reexamination of the present application in light of the following amendments and remarks.

**Amendments to the Specification begin on page 3.**

**Amendments to the Claims begin on page 4.**

**Arguments begin on page 11.**

AUS920010824US1

2